HPE Service Catalog Assessment Service

Define your organization's maturity level and readiness for Service Catalog Management

Executive Overview

The interrelated trends of cloud, security, mobility, and big data are converging to produce tremendous change in IT. Increasingly, the business units are going outside IT to get services they consider critical and strategic. In this environment, IT must adapt or find itself marginalized.

"We are quickly moving into an era of managing services and service providers, not technology."

— Rob Addy, ITSM Research Director, Gartner

HPE Service Catalog Assessment Service

The HPE Service Catalog Assessment Service from HPE Software Services helps your IT organization establish its service portfolio and present business and IT services through a service catalog. This enables you to create a central repository that is used to govern and manage the entire service lifecycle for each business and IT service. A modern UI that offers a consumer shopping experience will help expedite adoption and increase end-user satisfaction with IT.

Establish your maturity baseline
The HPE Service Catalog Assessment will enable you to identify and prioritize the right business services you need to deliver based on your current maturity model. This is achieved by a process of self-assessment and onsite interviews. It establishes your current maturity level and provides a process for moving forward and becoming a service-oriented IT organization.

Ensure supplier accountability
We work with you to establish clear service accountability across internal and external suppliers using predefined roles and responsibilities. This is achieved via a workshop setting, and typically includes participants across a variety of IT departments, shared services providers, traditional outsourcers, and all variations of cloud providers. The goal is to ensure that suppliers deliver the right level of quality that is readily transparent to IT and the supplier. Such real-time visibility provides an enforcement mechanism to ensure that suppliers are consistently performing as expected per their contract.

Streamline supplier integration
Consistently managing supplier integration processes is critical to the success of the service catalog. The HPE Service Catalog Assessment Service evaluates your ability to integrate service requestors, whether they are on-premise, cloud-based, or a combination of the two. We leverage the HPE Service Exchange to enable the rapid on- and off-boarding processes for one or multiple service suppliers. This capability enables full catalog aggregation, giving end users and IT a single service catalog interface to request and track the delivery of business and IT services.

"While the services within the service catalog may involve IT and technology, they are not IT-centric service requests, tickets, or incidents anymore. From business cards to employee onboarding to an Amazon EC2 instance, service catalogs are no longer just a window into IT. Service catalogs are a significant source of growth and advancement as well as a megaphone for communicating value across the entire business."

— Eveline Oehrlich, Brief: The Modern Service Catalog Supports Service Brokering, Forrester Research, October 28, 2014

Standardize new service creation with Service Blueprints
We will help your IT organization use Service Blueprints (models and archetypes) to define new services. The benefit of applying Service Blueprints as a standard across each service is to ensure a common understanding within different IT departments. Using Service Blueprints also

embeds standard taxonomies, which helps provide orientation around service structure and design. We recommend doing this before implementation so that automation and the resultant implementation go much more quickly and efficiently.

Move forward with ITSM best practices

The HPE Service Catalog Assessment Service also covers other ITSM disciplines that have a direct relationship with the service catalog and should be assessed at the same time. These include:

- Knowledge Management
- Request Fulfilment
- Incident Management
- Supplier Management
- Service Asset and Configuration Management
- Service Desk
- Service Measurement and Reporting

Each discipline segment can be assessed at a specific level relevant to your organization. We look at your entire supplier ecosystem, whether it is primarily in-house service delivery or a mix of internal and external suppliers. The assessment levels are:

- Intermediate Assessment
- Comprehensive Assessment
- Service Integration and Management Assessment

Assessment methodology

We draw on more than 20 years of experience designing mission-critical solutions for global customers. Our methodology is built around industry standards, and the results are benchmarked against industry best practices including:

- ITIL
- HPE Service Management Reference Model
- ISO/IEC 20000 IT service management
- COBIT – IT governance control

- ISO/IEC 17799 security management
- PMI/PRINCE2 project management
- Service Broker practices

The HPE Service Catalog Assessment Service is delivered via a process of self-assessment and onsite interviews. The capability segment is scored against synthesized industry best practices. The depth of the assessment determines the number of criteria, and each criteria is assigned a level of importance:

- Essential
- High
- Medium
- Low

Assessment output

Assessing maturity and risk

Process maturity represents the ability to carry out activities in a consistent and repeatable manner that follows a formal process. We rate your maturity from a range of **Initial**, which is the lowest level, to **Optimizing**, which is the highest. We deliver a report to you that will assess each process, along with a plan to continuously mature and improve each one.

Documentation and reports

Once the self-assessment and interviews are complete, we deliver an executive report that includes graphics and recommendations:

- Overview of assessment criteria
- Summary of findings
- Detailed gap analysis
- Technical observations

HPE Service Catalog Assessment Service benefits

Our goal is to help you identity, prioritize, standardize, implement, and measure business and IT services regardless of where they are sourced.

- Determine your service catalog process maturity and identify the steps to drive quick wins that accelerate service catalog adoption

- Analyze the structure and design of business and IT services so you can effectively map people, processes, and technology
- Define supplier integration and performance requirements
- Establish and clarify linkages between incident, problem, service level management, and fulfillment
- Define the processes associated with a Service Catalog item, such as:
  - Open incidents
  - Request for new service
  - Request on behalf
  - Terminate a service
  - Request a bill
- Define service catalog aggregation structure and synchronization structure
- Standardize and automate the on- and off-boarding of internal and external suppliers
- Establish a baseline for measuring service process improvements

The HPE Software Services difference

HPE provides unmatched capabilities with a comprehensive set of consulting and implementation services and unique intellectual property that help you manage the performance of enterprise applications, systems, and networks.

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- Proven HPE Software solution implementation expertise
- More than 20 years of experience helping large, complex, global organizations realize value from their HPE Software investments
- Rich intellectual property and unparalleled reach into product engineering

- Technology-agnostic implementation approach with no vendor lock-in, no rip-and-replace
- Education and support services to ensure adoption

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